

SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
April 4, 2001

Agenda Items

- ☐ Status of Previous Action Items (Rice)
- ☐ Support Center Items (Griffin)
- ☐ Performance Measure Report (Griffin)
- ☐ Next Steps re CIAG Review of IM Strategic Plan (Griffin)
- ☐ IMSC Update (Hughes)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

	<u>Action Item</u>	<u>Status</u>
1.	Provide teleconference update. (Griffin)	Nothing to Report
2.	Increase the font size on the Outlook User's List. (Baker)	Completed
3.	Provide further information on flexibility available when changing passwords. (Baker)	Completed
4.	Schedule update on OSTI Web page transition at next week's meeting. (Rice)	Completed

Support Center Items

Brent Baker provided the CIAG with the following information and updates:

- ☐ The SC User Exchange List was presented along with a graph showing an increase in users' e-mail storage use over time.
- ☐ Baker introduced Susan King, one of the new Help Desk analysts; Baker will continue to bring analysts to the meetings on a rotational basis.
- ☐ Members requested instructions for using the FTP process so that they can send large files outside SC DOE.

Performance Measures

Ted Griffin offered the performance measure results for February and March noting that there are two sets of measures for February. Statistics for the first half of the month (2/1/01 – 2/13/01) show findings prior to the Help Desk transition. Statistics for the second half show findings following the transition (from 2/14/01 – 2/28/01) [See Appendix 1 for the February and March 2001 Performance Measures Table]. Overall, Griffin said that he is encouraged by the results, noting that the statistics show improvement even though the new Help Desk staff has been on board for only six weeks.

Next Steps re CIAG Review of IM Strategic Plan

Ted Griffin offered an overview of SC-65's plan to involve the CIAG in the FY 2002 – 2006 strategic planning process. Unlike previous SC HQ strategic plans, the FY 2002 – 2006 strategic plan will be service based. Griffin explained that customer decisions will be made based on a set of established criteria which he reviewed with the group. The CIAG concurred on the criteria and requested that, in addition to the CIAG, SC-65 should obtain input from other existing groups, e.g., OA's and the IMB.

At the next meeting, Griffin will review current services and how they link to existing policies and performance measures. Greg Dilworth stressed the importance of understanding and acting upon “lessons learned” from this year’s experiences with systems currently under development (i.e., IMSC) as we proceed through the next planning and budget cycle.

IMSC Update

Gene Hughes reported that the third build of EWM has been completed. The OA(s) have requested a fourth build which is scheduled for release on 4/28/01. Dean Oyler suggested that further thought should be given to the timing of turnover for routine maintenance.

Other Items

- ☐ Marvin Stodolsky requested the following:
 - Research whether earphones can be a part of the standard workstation for all SC employees.
 - Discuss options for routine customer maintenance of workstations (e.g., running Scandisk, etc.)
 - Investigate the advisability of performing preventive maintenance on color printers in January prior to regular heavy use from February through April.
- ☐ Dean Oyler requested updates on:
 - SC-60 CIAG representative.
 - Disability requirements for webpages.
 - The possibility of holding CIAG meetings every other week.
 - Project status for the Graphics Toolset, Document Management, SCIP/Query & Reporting, Tool, WSX, and Windows 2000.

Action Items

- ☐ Seek input from other existing groups (e.g., OAs and IMB) on prioritizing FY 2002 – 2006 Strategic Plan projects. (Griffin)
- ☐ Provide instructions for using FTP to exchange files outside SC DOE. (Baker)
- ☐ Discuss requirements for customer-initiated routine maintenance of workstations (e.g., scandisk) in conjunction with the rollout of Windows 2000. (Baker)
- ☐ Investigate the advisability of performing preventive maintenance on color printers in January prior to regular heavy use in February, March, and April. (Baker)
- ☐ Provide an update on the disability requirements for web pages (e.g., deadlines, enforcement.) (Baker)
- ☐ Research whether earphones can be provided as a part of the standard workstation for all SC employees. (Beall)
- ☐ Provide a status update on: Graphics Toolset, Document Management, SCIP/Query & Reporting Tool, WSX, and Windows 2000. (Hughes)
- ☐ Provide an update on the SC-60 representative. (Rice)
- ☐ Discuss the CIAG meeting schedule. (Rice/CIAG)

Proposed 4/11/01 Meeting Agenda

- ☐ Status of Previous Action Items (Rice)
- ☐ Support Center Items (Griffin/Baker)
- ☐ Review Initial List of Current Services for FY 2002 –2006 Strategic Plan (Yockman/Kruse)

Meeting Attendees

Dilworth–Chair	Greg	SC-17	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Clay	Mitzi	SC-62	3-3717
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-30	3-5800
Hughes	Gene	SC-65	3-5409
King	Susan	SC-65	N/A
Kruse	Jason	SC-65	3-6592
Lynott	Michael	SC-65	3-7643
Martin	Joanna	SC-65	3-5730
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475

Appendix 1

FY2001 IM Team Performance Measures
For the
“Provision of IM Services that Effectively Support SC HQS Business Activities”
FY2001

<i>Performance Measure</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb LHM Local</i>		<i>Mar</i>	<i>YTD</i>
1. % of business activities for which new automation is implemented that experience improvement, time savings, or cost savings	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)	N/A (Measured annually)
2. % of customers stating that productivity has improved during the past year due to IM support	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)	N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	66% (372/934/.6)	67% (145/360/.6)	48% (132/458/.6)	78% (482/1027/.6)	67% (2041/5047/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	96% (677/707) Avg = 10 sec	95% (817/857) Avg = 11 sec	94% (586/623) Avg = 14 sec	94% (835/879) Avg = 18 sec	93% (351/375) Avg = 16 sec	100% (454/454) Avg = 17 sec	100% (811/811) Avg = 12.9 sec	93% (4531/4878)
5. % of Support Center “Helpdesk-Medium” calls resolved within 4 hours	72% (425/590) Avg = 10.02 hrs	56% (444/799) Avg = 9.17 hrs	57% (332/584) Avg = 10.25 hrs	55% (475/863) Avg = 29.14 hrs	58% (193/330) Avg = 28.36 hrs	58% (229/391) Avg = 10.41 hrs	43% (269/630) Avg = 7.48 hrs	56% (2367/4187) Avg = 14.97 hrs
6. % of time that e-mail is operational	99.9% (44625/44640 mins)	100% (43200/43200 mins)	99.9% (44600/44640 mins)	99.9% (44625/44640 mins)	100% (44320/44320 mins)		100% (44640/44640 mins)	100%

7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%		40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	89% (8/9)	100% (16/16)	96% (24/25)	93% (25/27)	100% (12/12)		100% (7/7)	94% (92/98)
<u>Customer Satisfaction</u>	79%	75%	75%	75%	76%	74%	77%	75%

*CIAG – Customer Information Advisory Group